

# Conducting Observations and Giving Specific Feedback

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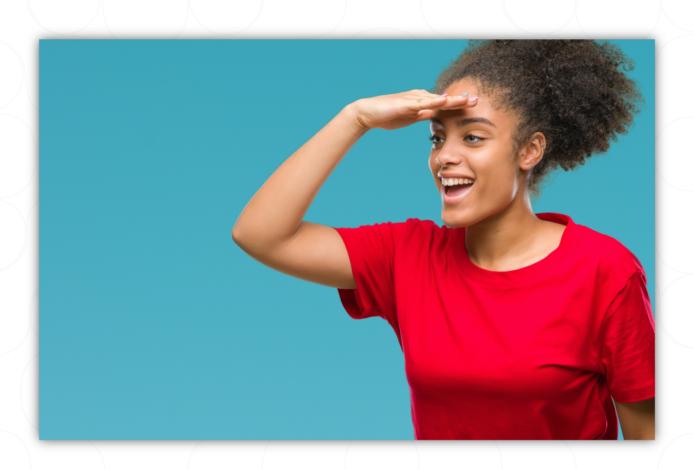


## **Objectives**

- Select ways to obtain observational information
- Describe what is important to look for when conducting observations
- Give specific feedback about program delivery that is balanced, supportive, and constructive



## **Ways To Obtain Observational Information**





## **Best Practices When Conducting Observations**

#### **Preparation**

- 1. Remember the purpose of your observation.
- 2. Decide how you will capture the data.
- 3. Observe unannounced.
- 4. Observe frequently.



## **Best Practices When Conducting Observations**

#### **Observational Period**

- 5. Maintain positive-to-neutral composure and body language.
- 6. Assess fidelity to the curriculum, delivery, and engagement with participants.
- 7. Use an observation form.
- 8. Bring a copy of the curriculum.



## **Best Practices When Conducting Observations**

#### **After Observation**

- 9. Save constructive feedback for a later discussion.
- 10. Thank the facilitator.
- 11. Share data availability information with the facilitator.





## **Activity**

#### Discuss:

- 1. How similar or different are these observation best practices from what you are currently doing?
- 2. What best practices can you incorporate?
- 3. What is the first step needed to do this?
- 4. Record the first step on My Personal Takeaways handout.





# What to Look For When Conducting Observations

- Fidelity
- Delivery
- Unexpected occurrences





## Giving Specific Feedback

- Balanced
- Supportive
- Constructive



## **Activity**

- 1. As the role-play is being acted out, listen for each of the best practices.
- 2. Use the Coaching Feedback Checklist to identify the best practices the coach used when giving feedback. Mark an X next to each best practice the coach used.



## Purpose

- Teach
- Improve program delivery
  - Learn



#### **Take-Home Points**

- Select ways to best obtain observational information.
- Look for curriculum fidelity, delivery, and unexpected occurrences.



## **Take-Home Points (Cont.)**

- Give specific feedback about program delivery that is balanced and supportive.
- Incorporate observations and supportive feedback to promote a culture of CQI and develop a community of practice among your program delivery staff.



## QUESTIONS?

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